

Nutrition Services Department of State Health Services

Effective June 1, 2002

Policy No. AUT:05.0

Repair of Computer Equipment

Purpose

To ensure that equipment is repaired or replaced quickly, without excessive downtime for the local agency (LA). The 72-hour return policy is to ensure that there is replacement equipment.

Authority

State Policy

Policy

The state agency (SA) shall be notified immediately when any computer equipment breaks. The help desk analyst will determine if equipment must come to Austin for repair. In this instance, equipment shall be returned to the SA within 72 hours.

Procedures

For equipment and/or software problems LA staff shall contact the help desk at the SA immediately.

Guidelines

Agencies that do not return equipment promptly cause equipment shortages. Equipment shortages keep other agencies and clinics down for additional time.